Is MicroStation behaving strangely? Tool boxes aren't where you left them, views won't tile, cannot access certain tools, getting error messages, MicroStation is locking up…

This could be an indication that your MicroStation User Preference File (.UPF) is corrupt

What is a UPF?

The User Preference File contains information such as the settings located in Workspace > Preferences, your Button Assignments, the location of opened tool boxes, the key-in history and much more.

Why does this file tend to get corrupted?

- MicroStation writes to this file every time you open or move a tool window, or when you change any other setting that is kept in the UPF. Your UPF file is dynamic and will grow in size as your preferences change. So in some instances when the UPF file becomes too big it may become unstable or even corrupt.

- From running two or more copies of MicroStation at once. Each copy of MicroStation is writing to the same UPF, and they can get out of synch with each other and end up corrupting the file.

- If you were prematurely booted out of MicroStation and did not get the opportunity to exit properly.

How can I diagnose the problem?

The UPF is one of the most important files MicroStation depends on to run correctly, which is why the UPF is always a suspect when MicroStation fails to work as expected or fails unexplainably. The list of problems possibly caused by a corrupt UPF is too extensive to list, but fortunately, UPF problems are fairly easy to diagnose, and extremely easy to fix.

- If a specific problem is experienced simultaneously by several different people, then it is **NOT** caused by your personal UPF file (each login ID has a separate UPF file). If anyone's UPF file is corrupt and causing a problem, it is not likely this exact problem will be experienced simultaneously by someone else.

- If the problem is experienced in only one particular MicroStation file, but not in other files, it is **MOST LIKELY NOT** due to a bad UPF file. The UPF file controls the behavior of MicroStation regardless of the file being accessed. Therefore, problems evident in only a single file usually indicate a problem with that particular MicroStation file. Whereas, the same problem(s) in any and all MicroStation files, opened by the same person, would indicate a UPF problem.

- If the problem is experienced by the same person on more than one computer, then it is **MOST LIKELY NOT** caused by a corrupt UPF file, since

the MicroStation V8 UPF resides on the local hard drive
(at location *C:\Bentley_V8i\WorkSpace\System\data\username.upf).*

- If the problem is experienced by only one person, on a single computer, regardless of the file being accessed, then this is **MOST LIKEY** caused by a bad UPF.

How can I fix my UPF problem?

A user can disable, remove and re-create their own UPF. It is important to know that a User Preference File cannot be fixed; if yours gets corrupt you will need to create a new one from the UPF seed provided with the software installation. The UPF problem can be fixed but not the file itself.

1. **Exit MicroStation** - The UPF is accessed each time MicroStation is started, so to remove or disable it you will need to be out of MicroStation.
2. **Open Windows Explorer** and navigate to the location **C:\Bentley_V8i\WorkSpace\System\data** find your user name with the UPF extension. Disable the UPF by renaming it so MicroStation can no longer identify it. Add "OLD" in place of the "UPF" extension.

3. **Restart MicroStation** - The disabled UPF will not be found so MicroStation will automatically create a new UPF.

   - If the problem is gone, the old UPF was at fault.
     A. You will now have to use the new UPF file and all your original preference settings will be lost. As needed **re-setup your preferences**, edit the settings in the Workspace > Preferences dialog box, reset your Button Assignments, open tool boxes etc. and Save Settings.
     B. **Exit MicroStation**
     C. Go back to Windows Explorer and **delete the corrupted file** you renamed with the extension "OLD".
     D. Create a backup of your UPF in case it gets corrupted again. Still in Windows Explorer find the UPF setup in Step A, copy and rename it to "**username.*ORG*". If your UPF gets corrupt again you can simply delete the corrupt UPF and then copy and rename the backup **"ORG"** file to "username.UPF".

   - If the problem is not gone, it was not caused by the old UPF.
     A. In this case you can exit MicroStation and revert back to the original UPF by deleting the new UPF and reinstating the old UPF by renaming it to the correct name.
     B. Contact support and remember to mention that you have already tried a new UPF file and it did not help.

What if my MicroStation Version gets upgraded, can I copy my UPF from the old version and use it?

NO, if your computer is upgraded to a new version you will need to use a fresh new UPF seed that comes with the specific version of MicroStation. This will require you to re-setup your UPF. If you try to use an older UPF you will most definitely run into issues.